Personal Social Services Adult Social Care Survey, 2017-18

Birmingham comparator report February 2019





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INTRODUCTION AND SUMMARY



Introduction

- This report contains findings from the Adult Social Care Survey 2017-18 (ASCS).
- It is a national survey that takes place every year. All councils with Adult Social Services responsibilities (CASSRs) carry it out on behalf of NHS Digital.
- We conduct the survey by post, between mid-January and early March. We include a random sample of people who are aged 18 and over, and receive longterm social care support that is funded or managed by Birmingham City Council.
- The responses to the survey help the adult social care sector understand more about how services are affecting people's lives, to enable choice, and to inform how we develop services in future.



Introduction

- The survey asks people we support questions about their quality of life and what impact care and support services have on it. It also collects information about their general health and well-being.
- Some questions in the survey are also used to populate five measures within the Adult Social Care Outcomes Framework (ASCOF). This is a nationally reported set of indicators that looks at how well Adult Social Care departments in England are performing.
- The survey is valuable to us because it provides national, regional and peer group benchmarking on people's experience of social care. As we carry out the survey annually, it allows us to monitor trends over time. This provides a useful tool for tracking the impact of policy and service changes as well as providing insight into improvements that are required.



Summary

Satisfaction



62% of people who responded were extremely or very satisfied with the care and support they received, compared to 65% nationally. This is an improvement on the 59% who responded this way last year.





71% of people who responded reported feeling as safe as they want, compared to 70% nationally, and up from 66% last year

90% of respondents said that the care and support they receive has helped them feel safe, compared to 86% nationally. This is down slightly from 92% last year.





Summary

Choice



76% of people responding from the community reported that they have enough choice over the care and support they receive. This compares to 68% nationally, and is up from 66% last year.

3% reported that they don't want or need choice. This compares to 6% nationally.

Social Contact



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47% of respondents reported that they had as much social contact as they like, compared to 46% nationally and up from 37% last year.

21% reported that they did not have enough, or had little social contact. This compares to 22% nationally.





PROFILE OF RESPONDENTS



Profile of Respondents



40% Very Good or Good health (42%)22% Bad or Very Bad health (18%)



41% not anxious or depressed (45%)50% moderately anxious or depressed (46%)

- **9%** extremely anxious or depressed (9%)
- 54% have difficulty moving around indoors (49%)
 48% have difficulty or can't get out of bed (47%)
 26% have difficulty or can't feed self (25%)

- The numbers below outline the health and wellbeing of the people who responded to the survey in Birmingham. National figures are shown in brackets.
- Birmingham's sample suggests a higher than average level of need, particularly around washing, dressing and toileting.
- **78%** have difficulty or can't wash (71%)
- **66%** have difficulty or can't get dressed (60%)
- **49%** have difficulty or can't use toilet (42%)



82% have difficulty or can't deal with finances and paperwork (82%)



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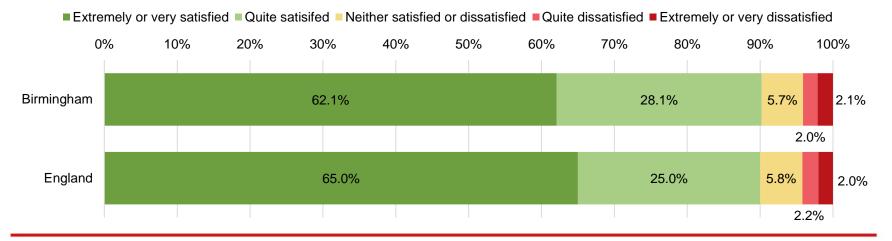
OVERALL SATISFACTION WITH CARE AND SUPPORT

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Overall Satisfaction with care and support services

- The first section of the survey includes a question about general satisfaction with social care: "Overall, how satisfied are you with the care and support or services you receive?"
- 62% of people who responded said they were extremely or very satisfied. This compares to 65% nationally, and is an improvement on last year's 59%.





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Overall Satisfaction with care and support services

- This chart compares the proportions of people who said they were "Extremely happy" or "Very happy" with their care and support.
- It shows how Birmingham performed against our nearest statistical neighbours ("CIPFA Comparators"*), and against the overall scores for England and the West Midlands Region.
- The data is from the 2017/18 survey, except for our score from 2016/17, included in pale red.
- Birmingham has shown a marked improvement from last year. However we still have a belowaverage proportion of highly satisfied respondents.
- * CIPFA is the Chartered Institute of Public Finance and Accountancy. They produce lists of similar local authorities for comparison purposes. The 14 displayed in the graph are the ones judged to be most similar to Birmingham.

England Max		83.3%
Liverpool	83.3%	00.070
Sandwell	66.9%	
Bradford	65.3%	
Bolton	65.3%	
WEST MIDLANDS		65.2%
ENGLAND		65.0%
Oldham	64.8%	
Walsall	64.7%	
CIPFA COMPARATORS		64.3%
Leicester	63.9%	
Nottingham	62.6%	
Leeds	62.4%	
BIRMINGHAM		62.1%
Sheffield	61.4%	
Wolverhampton	61.0%	
Kirklees	60.5%	
Coventry	60.1%	
BIRMINGHAM 16-17		58.6%
Derby	58.3%	
Luton	57.6%	
England Min		47.3%







Quality of Life

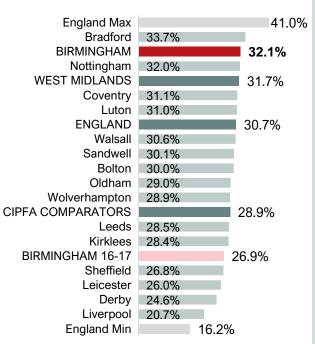
- Section 2 of the survey asks questions about the person's quality of life.
- This part of the report looks at overall quality of life, two national ASCOF indicators that are taken from the survey, and some responses around specific aspects of respondents' lives.
- When asked "how would you rate the quality of your life as a whole", 63% of respondents in Birmingham replied that it was "Good", "Very Good" or "Could not be better". This is broadly in line with the national average.
- However, Birmingham had a higher-than-average number of people saying that it was bad.





General Quality of Life

"Very good" or "So good it could not be better"



- The chart on the left compares the proportion of Birmingham respondents who reported having the highest qualities of life against other authorities.
 Birmingham has seen a marked improvement since last year, and we are now above average.
- On the right, the chart shows responses to the question "Do services help you to have a better quality of life?" indicating that Birmingham continues to support residents' in having a better quality of life.

Proportion reporting that services helped quality of life

97.0%		England Max
	96.1%	Liverpool
	95.3%	Nottingham
	95.1%	Derby
94.2%		BIRMINGHAM
93.5%		BIRMINGHAM 16-17
	93.2%	Sandwell
93.2%		WEST MIDLANDS
	92.9%	Bradford
	92.9%	Leicester
	92.7%	Bolton
92.6%		CIPFA COMPARATORS
92.3%		ENGLAND
	92.3%	Wolverhampton
	92.2%	Coventry
	91.9%	Walsall
	91.5%	Leeds
	91.4%	Kirklees
	91.2%	Luton
	89.4%	Sheffield
	86.6%	Oldham
83.0		England Min
		5



Quality of Life: ASCOF 1A and 1J

Social Care-Related Quality of Life (ASCOF 1A)

England Max		20.1
Leeds	19.7	
Sandwell	19.7	
Liverpool	19.4	
Derby	19.3	
Bradford	19.2	
BIRMINGHAM		19.2
WEST MIDLANDS		19.2
Wolverhampton	19.2	
ENGLAND		19.1
CIPFA COMPARATORS		19.0
Walsall	18.8	
Nottingham	18.8	
Kirklees	18.8	
Luton	18.7	
Leicester	18.7	
Bolton	18.7	
Coventry	18.7	
Oldham	18.6	
BIRMINGHAM 16-17		18.4
Sheffield	18.4	
England Min		17.3

These ASCOF indicators are derived from the Quality of Life section of the survey, and summarise the quality of various aspects of respondents' lives. Two of these aspects, control and safety, are explored later in this report.

- The graph on the left shows the score before adjusting it for factors beyond our control. It shows a significant improvement on last year, and places Birmingham slightly above the average.
- The graph on the right shows the adjusted score. This gives a better illustration of the amount social care services help improve people's lives. It takes other information into account, such as the levels of need shown on slide 8. Birmingham is now one of the best performing authorities on this measure.

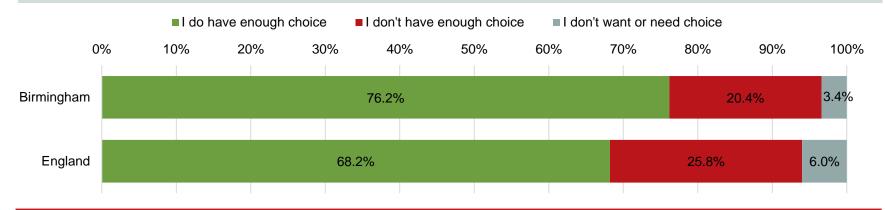
Adjusted Social Care-Related Quality of Life (ASCOF 1J)

0.464			England Max
		0.464	Liverpool
0.458			BIRMINGHAM
		0.456	Sandwell
		0.453	Wolverhampton
		0.452	Derby
		0.440	Walsall
		0.429	Luton
0.428			WEST MIDLANDS
		0.428	Bradford
0.417			CIPFA COMPARATORS
0.412			BIRMINGHAM 16-17
		0.407	Leeds
0.405			ENGLAND
1		0.404	Leicester
		0.396	Bolton
		0.394	Kirklees
		0.392	Nottingham
		0.390	Coventry
		0.355	Sheffield
		0.347	Oldham
0	.280		England Min



Choice

- When asked "Which of the following statements best describes how much choice you have over the care and support services you receive?", 76% of respondents in Birmingham replied that they have enough choice.
- This is a better than average result, and an improvement on the 66% who replied this way last year.
- Only 3% of respondents replied that they did not need or want choice.



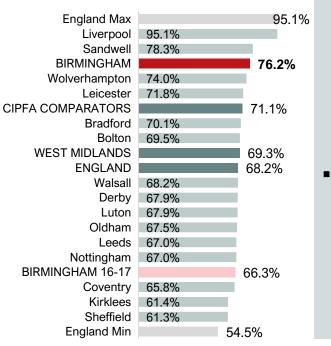
Birmingham

City Council

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Choice

I do have enough choice over care and support services



- On the left, the chart shows the proportion of respondents who said that they had enough choice over services. Birmingham is performing well on this, and these results show an improvement since last year.
- On the right is the comparison of the proportion of people who indicated that they don't need or want choice.

I don't need or want choice about care and support services

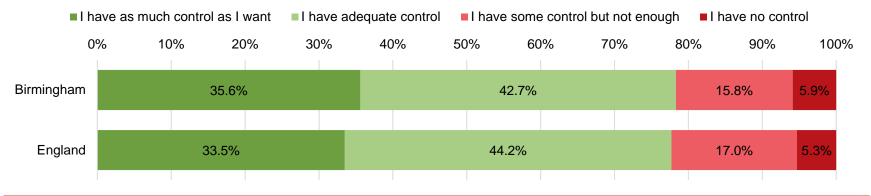
	0.00/	
	0.0%	England Min
	0.6%	Liverpool
	1.2%	Derby
3.49	%	BIRMINGHAM
	3.6%	Coventry
	4.4%	Sandwell
	4.7%	Bolton
	4.7%	Leicester
5.0%		CIPFA COMPARATORS
	5.2%	Luton
	5.2%	Leeds
	5.4%	Bradford
	5.7%	Nottingham
	6.0%	Walsall
6.0%		ENGLAND
	6.1%	Oldham
	6.1%	Wolverhampton
6.4%		WEST MIDLANDS
7.4%		BIRMINGHAM 16-17
	7.5%	Kirklees
	8.5%	Sheffield
		England Max
		5

15.2%



Control

- The survey asks respondents to choose a statement that best describes how much control they have over daily life.
 It defines "control over daily life" as "having the choice to do the things or have things done for you as you like and when you want."
- 36% of Birmingham's respondents replied that they have as much control as they want. This is slightly better than the England average of 34%, and an improvement on last year.
- This measure is part of ASCOF indicators 1A and 1J (see slide 15)



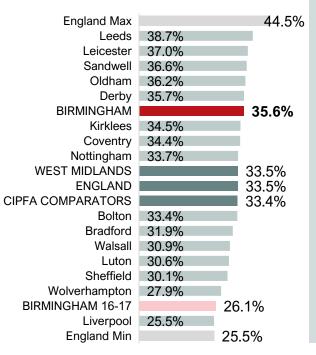
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Control

"I have as much control over my daily life as I want"



- On the left, the chart shows the proportions of people who responded who said that they had as much control over daily life as they want. Birmingham is above average on this, and has shown a significant improvement since last year.
- On the right are the proportions of people who said that services helped them to have control. This has dropped slightly for Birmingham, but we remain above average.

Services helped in having control over daily life

	04.20/		England Max
	94.3%	04.00/	England Max
V		94.3%	Liverpool
,		94.1%	Nottingham
1	92.4%		BIRMINGHAM 16-17
		91.5%	Leeds
	91.5%		BIRMINGHAM
		90.8%	Wolverhampton
		90.5%	Kirklees
	90.3%		WEST MIDLANDS
		89.9%	Sandwell
٦		89.8%	Walsall
d	89.8%		CIPFA COMPARATORS
	89.2%		ENGLAND
-1		88.7%	Coventry
d		88.5%	Bradford
е		88.1%	Leicester
-		87.6%	Sheffield
		87.5%	Bolton
		86.9%	Derby
		85.4%	Luton
		81.9%	Oldham
	79.2%		England Min
			-

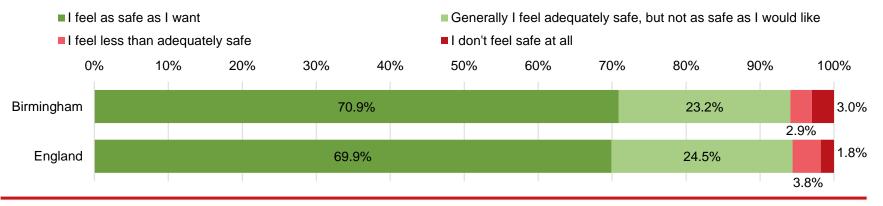


Safety

 The survey asks respondents to choose a statement that best describes how safe they feel.

It defines "feeling safe" as "how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm."

- 71% of Birmingham's respondents replied that they feel as safe as they want- this is close to the national average of 70%.
- This measure is part of ASCOF indicators 1A and 1J (see slide 15)

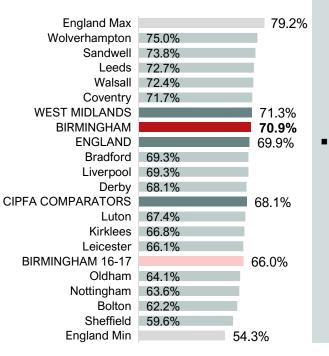




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Safety

Percentage of people reporting "I feel as safe as I want"



- On the left, the chart shows the proportions of respondents who said that they felt as safe as they want. Birmingham is around average on this, but has shown a marked improvement since last year.
- On the right are the proportions of respondents who said that services helped them feel safe. This has dropped slightly for Birmingham, but we remain above average.

Percentage of people reporting that services helped them feel safe

95.2%		England Max
92.3%		BIRMINGHAM 16-17
	91.6%	Nottingham
	91.1%	Sandwell
90.1%		BIRMINGHAM
	89.5%	Walsall
88.4%		WEST MIDLANDS
	86.9%	Leeds
	86.7%	Leicester
	86.4%	Sheffield
86.3%		ENGLAND
	86.3%	Coventry
	85.7%	Derby
85.2%		CIPFA COMPARATORS
	84.4%	Bradford
	83.9%	Kirklees
	82.4%	Wolverhampton
	79.4%	Liverpool
	78.9%	Bolton
	74.9%	Luton
	73.7%	Oldham
65.7%		England Min



Social Contact

- The survey asks respondents to choose a statement that best describes how much social contact they have.
- 47% of Birmingham's respondents replied that they have as much social contact as they want- this is close to the national average of 46%.
- The graph on the right shows a marked improvement on last year
- This measure contributes to ASCOF 1A and 1J (see slide 15)

0	% 2	20%	40%	60%	80%	100%
Birmingham		46.5%		32.6%	15.3%	5.6%
England		46.0%		32.2%	15.9%	5.8%

- I have as much social contact as I want with people I like
- I have adequate social contact with people
- I have some social contact with people, but not enough
- I have little social contact with people and feel socially isolated

Percentage reporting "I have as much social contact as I want"

55.1%		England Max
00.170	54.3%	Liverpool
	52.6%	Sandwell
	50.8%	Leeds
	48.6%	Derby
	47.9%	Kirklees
	47.4%	Bradford
47.0%		WEST MIDLANDS
47.0%		CIPFA COMPARATORS
1.070	46.7%	Wolverhampton
46.5%	10.170	BIRMINGHAM
46.0%		ENGLAND
40.070	46.0%	Oldham
	45.6%	Luton
	44.6%	Coventry
	44.2%	Nottingham
	44.2%	Bolton
	43.0%	Leicester
	42.8%	Walsall
	42.0%	Sheffield
37.3		BIRMINGHAM 16-17
	.3%	England Min
54		

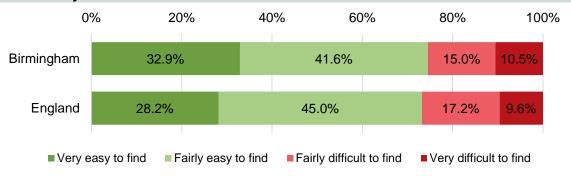


EASE OF ACCESSING INFORMATION



Ease of accessing information

- The survey asks respondents: "In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?"
- 75% of Birmingham's respondents found information either "very easy" or "fairly easy" to find, around the national average. However, 33% found it "very easy", which is higher than average.
- Birmingham has seen a significant improvement in this since last year.



Percentage of users who found it very or fairly easy to find the information they needed

61.7%	23.4%	England Max
61.7%	23.4%	Liverpool
46.7%	30.3%	Sandwell
47.7%	27.0%	Wolverhampton
41.6%	32.9%	BIRMINGHAM
49.6%	24.9%	Walsall
51.0%	23.2%	Leeds
44.9%	28.3%	WEST MIDLANDS
45.0%	28.2%	ENGLAND
46.4%	26.7%	Bolton
46.4%	26.5%	CIPFA COMPARATORS
46.9%	25.5%	Bradford
45.2%	27.0%	Kirklees
46.5%	24.7%	Luton
44.5%	26.0%	Leicester
43.0%	26.8%	Nottingham
45.2%	24.3%	Sheffield
40.8%	27.7%	Coventry
40.1%	24.9%	BIRMINGHAM 16-17
40.0%	23.5%	Oldham
37.8%	25.2%	Derby
37.8%	25.2%	England Min



CONCLUSIONS AND IMPROVEMENT ACTIONS



Conclusions

- Birmingham has a large number of people that receive Social Care support, who have levels of need that are greater than the average in England.
- This means that we need to do more than some other authorities would for the people we support, to help them achieve the best possible quality of life and outcomes. The difference in our performance between the Social Care-related Quality of Life score and the adjusted version illustrates this well (slide 15). It is also visible in the high numbers of people in Birmingham who said services helped them with safety and control, and their poorer overall experience of those things compared to some other authorities (slides 19 and 21).
- The general improvement in our scores from last year, as well as our very high performance on the adjusted Quality of Life indicator, suggests that we are moving in the right direction and are already doing some things right.





Improvement Actions

- The Community Assets Project
 - Investing in building community capacity and resilience
 - Developing neighbourhood networks
 - Local community groups will help support independence and wellbeing
 - Social workers and health professionals to develop knowledge and link people to opportunities arising from neighbourhood networks

Improvement Actions

- Early Help and Prevention Project
 - Support aimed at maintaining independence.
 - Work progressing on an Equipment and Technology Strategy
 - Work on improving Day Opportunities
 - Aimed at supporting citizens to:
 - Lead a normal life with access work or volunteering opportunities
 - Maintain contacts within the community and avoid social isolation
 - Achieve their aspirations for independence and control in daily living



Improvement Actions

- Personalised Support Project
 - Implementing a new social work model
 - Currently progressing work on the "Three Conversations" model and the customer journey.
 - Aims to:
 - Reorganise social work and care management
 - Reclaim practice
 - Build on the community model and deliver services on a locality basis
 - Strengthen workers' affinity to their locality





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